

Press Release

For Immediate Release
29 May 2023

Manulife Indonesia Pays Rp 8.1 trillion in claims in 2022, demonstrating its customer commitment

JAKARTA – Manulife Indonesia paid out total claims of Rp 8.1* trillion in 2022, helping to provide valuable support and peace of mind to local families at important times in their lives.

The overall payout equates to Rp 22.1 billion per day, or Rp 900 million an hour, demonstrating Manulife Indonesia's commitment to its customers. The announcement came in Manulife Indonesia's annual financial statements, which also showed that net insurance premium income was Rp 10 trillion in 2022, while total revenue was Rp 12.6 trillion. Manulife Indonesia's Rp60 trillion of total assets was the second largest among life insurance companies in the country. **

"We recorded a solid business performance in 2022 that enabled us to help over around 2 million customers and their families in protecting their future. Our claims payout demonstrates our strong commitment to customers, and we also launched several solutions of life and endowment insurance protection to enable our customers to make their lives better and decisions easier," said Ryan Charland, President, Director & CEO of Manulife Indonesia.

Manulife Indonesia showed its strong financial platform, by recording its capital position far exceeding the government regulation of 120% with Risk-Based Capital (RBC) of 587% in conventional business and 664% Tabarru's Sharia in Sharia Units. Manulife's policy reserves stood at Rp 41 trillion, which asserts Manulife's commitment to ensuring long-term financial protection for all its customers in Indonesia.

Also, during 2022, Manulife Aset Manajemen Indonesia (MAMI) retained its position as Indonesia's largest investment management company.

Afifa, CEO & President Director of MAMI, said, "We have a strong commitment to providing easy access for the general public to our mutual fund products, and of course, providing the best investment solutions for all individual and institutional investors. Implementing this commitment has enabled MAMI to maintain its position as the largest investment manager in Indonesia*** despite the challenging dynamics and conditions of the capital market," she added. "At the end of 2022, our mutual fund assets under management (AUM) amounted to IDR 45.7 trillion. This achievement is due to the trust of all investors and the support of MAMI's 34 mutual fund distribution partners".



In 2022, Manulife Indonesia strengthened its role in society by conducting financial literacy education programs to introduce the importance of early financial management. The company recognizes that financial literacy and insurance have an impact on the future financial resilience of the Indonesian people.

As a form of realizing diversity, equality, and inclusion programs in Indonesia, Manulife Indonesia provides scholarships for students with special needs through education programs until they graduate. These social activities are aligned with Manulife's Impact Agenda, which aims to drive inclusive economic opportunity and represents the company's commitment to contribute further to Indonesian society.

**Total 2022 claim payment including unit-linked withdrawal*

***Based on Indonesia's Life Insurance Association (AAJI) report*

**** Based on Indonesia's Financial Service Authority (OJK) data*

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About Manulife

Manulife Financial Corporation is a leading international financial services provider, helping people make their decisions easier and lives better. With our global headquarters in Toronto, Canada, we provide financial advice and insurance, operating as Manulife across Canada, Asia, and Europe, and primarily as John Hancock in the United States. Through Manulife Investment Management, the global brand for our Global Wealth and Asset Management segment, we serve individuals, institutions, and retirement plan members worldwide. At the end of 2021, we had more than 38,000 employees, over 119,000 agents, and thousands of distribution partners, serving over 33 million customers. We trade as 'MFC' on the Toronto, New York, and the Philippine stock exchanges and under '945' in Hong Kong.

Not all offerings are available in all jurisdictions. For additional information, please visit [manulife.com](https://www.manulife.com).

About Manulife Indonesia

Established in 1985, PT Asuransi Jiwa Manulife Indonesia (Manulife Indonesia) is part of Manulife Financial Corporation Group, a Canadian financial services group that operates in Asia, Canada and the United States. Manulife Indonesia offers a wide range of financial services, including life insurance, accident and health insurance, investment and pension plans to individual customers and group clients in Indonesia. Through a network of almost 11,000 employees and professional sales forces spread across more than 30 sales offices, Manulife Indonesia serves around 2 million customers in Indonesia.

PT Asuransi Jiwa Manulife Indonesia is registered and supervised by the Otoritas Jasa Keuangan (OJK). To learn more about Manulife Indonesia, follow us on Facebook, Twitter, Instagram, YouTube, or visit www.manulife.co.id.

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